

# Report on Proposal for Guests and Visitors' Center at BNL

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Presentation to the  
RHIC & AGS  
Users' Executive Committee

May 12, 2006

*Susan White-DePace*

# Historical Overview

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- Monday Morning Memo in September 2004, *"...the RSB will consolidate frequently visited administrative and support functions in a single location to provide 'one-stop-shopping' for Brookhaven employees and visiting scientists."*
- Proposal for a Guests and Visitors Center was submitted to Sam Aronson in September 2005
- Committee formed in fall 2005, to look at feasibility
- New Committee formed on March 30, 2006 to look at implementation

# Committee Membership

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|----------------|------------------------------------|
| Users' Center  | Susan White-DePace                 |
| NSLS           | Kathy Nasta (User Administrator)   |
| NSLS           | Chi-Chang Kao (NSLS Chair)         |
| CFN            | Grace Webster (User Administrator) |
| HR             | Bonnie Miller (HR Records)         |
| CAD            | Marion Heimerle (Administration)   |
| EENS           | Pat Fox (Administration)           |
| RHIC & AGS UEC | Brant Johnson (UEC Chair)          |
| NSLS UEC       | Peter Stephens (UEC Chair)         |

# Time Line for Committee

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- First Meeting held April 13, 2006
- Committee met eight times
- Separate discussions/meetings with BNL Security, ORNL, ANL, Plant Engineering, Staff Services
- Final Report submitted to Andy McNerney, Sam Aronson, Mike Bebon, and Peter Bond on May 8, 2006

# Committee Charge

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The Guests and Visitors' Committee was asked to investigate how Brookhaven National Laboratory (BNL) could move to a single center for processing BNL's scientific guests, users, and short-term visitors (non-employees) and provide efficient and uniform orientation for all departments, divisions, and user facilities at BNL. The Guests and Visitors' Center would provide a unified management structure for guests, users, and visitors, and act as an advocate with BNL management to ensure that non-employees comply with Laboratory and DOE policies, standards, procedures, regulations, and training.

\*Committee did not look at contractors.

# Conditions

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- Staffing cannot exceed what is currently available to guest-related issues now
- The space available for this office is the space that is currently designated in the Research Support Building (RSB) to the RHIC & AGS Users' Center

# Committee Recommendations

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- Functions and Responsibilities
- Staffing Requirements
- Hours of Operation
- Location
- Space Requirements
- Organizational Structure

# Functions and Responsibilities

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- Physical Check-in
- GIS Review
- Badging
- Training
- User/Guest Patent Agreements
- Insurance
- Commitments and Expectations Statement
- Encoding of ID Badges
- Expediting Foreign Nationals Requests
- Guest extension process
- Guest check-out requirements
- Association of Students and Post-docs
- Information Packets
- Minors
- Terrorist Country Applications
- Parking placards



# Staffing Requirements

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- The Committee recommended a staff of four plus a manager to support a Guests and Visitors' Center for BNL. However, in order to accommodate the extended hours of operation proposed in the report, the Committee recommended the use of the Housing night clerk from Staff Services, which is in addition to the four staff members.
- The Committee also recommended that management initiate formal discussions with Security on consolidating administrative functions and streamlining initial check-in for scientific guests.

Note: These are conservative estimates.

# Hours of Operation

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- The Committee recommended that the office hours for BNL's Guests and Visitors' Center be expanded
  - Monday through Friday: 0700 to 1900
  - Sunday: 1600 to midnight
  - Holidays: half-day service

Note: Hours contingent upon availability of Housing Clerk and current staff being willing to change working hours. The NSLS believes hours of operation should be extended past 1900.

### **General Statistics for Front Gate**

(compiled from the Visit and Event Notification System for Brookhaven  
for the period January 1, 2005 through April 25, 2006  
and the  
scanning data base for January 1, 2005 through December 31, 2005)

|   |        |
|---|--------|
| <b>Total number of entries in the Visit Notification System</b><br><i>(guests coming for the first-time and short-term visitors, delivery and repair personnel, family members, etc.)</i> | 26,387 |
| <b>Total number of individuals who appeared in the Visit Notification System that physically arrived at BNL</b>   | 13,995 |
| <b>Total number of events on the Event Notification Form</b><br><i>(This represents events not people. Participants of an event can range from 5 to 500)</i>                              | 1,683  |
| <b>Total number of guests scanned at front gate</b><br><i>(represents scans not independent people)</i>   | 86,888 |
| <b>Total number of contractors scanned at front gate</b>  | 18,624 |
| <b>Total number of individuals who arrived at BNL on Saturdays</b>  | 401    |
| <b>Total number of individuals who arrived at BNL on Sundays</b>  | 399    |

**Total number of individuals who arrived at BNL during off hours**  
(between 1/1/2005 to 4/25/2006)

| <b>Hours or Arrival</b>                             | <b># of Arrivals</b> | <b>Average per month</b> |
|---|----------------------|--------------------------|
| midnight and 0700                                   | 120                  | 8                        |
| midnight and 0730                                   | 349                  | 22                       |
| 0700 and 0730                                       | 229                  | 14                       |
| 0730 and 0830                                       | 1626                 | 102                      |
| 1700 and 1800                                       | 369                  | 23                       |
| 1800 and 1900                                       | 358                  | 23                       |
| 1900 and 2000                                       | 179                  | 11                       |
| 2000 and 2100                                       | 150                  | 9                        |
| 2100 and 2200                                       | 144                  | 9                        |
| 2200 and 2300                                       | 147                  | 9                        |
| 2300 and midnight                                   | 76                   | 5                        |
| 1700 and midnight                                   | 1432                 | 90                       |
| <b><i>Proposed expanded hours would service</i></b> | 2582                 | 161                      |

# Location

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- The Committee determined that the Guests and Visitors' Center must reside in the RSB
- Preliminary response was sent to management on May 1, 2006. It stated:
  - "Locating the Guests & Visitors Center outside of the RSB has been discussed numerous times by the Committee and it has been determined that it is not in the best interest of the guests and visitors coming to the Laboratory, and it is not the correct move for the Laboratory to make. The Committee is united and steadfast on this."

# Space Requirements

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- The committee recommended that adequate space be provided in the RSB for:
  - four day-shift staff members plus a manager,
  - six greeting stations, and
  - twelve computer stations.

Note: In addition to the request above, the RHIC & AGS Users' Center staff and the Center for Functional Nanomaterial's staff also need to be housed in the Research Support Building. Currently space has only been allocated to the RHIC & AGS Users' Center.

# Organizational Structure

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- The Committee recommends that the Guests and Visitors' Center be administered under the science side of the BNL organizational chart

# Conclusion and Future Plans

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- No determinations or plans have been made to-date